

We Claim:

1. A method for evaluating compliance of at least one agent reading at least one script to at least one client, the method comprising at least the following:

conducting at least one voice interaction between the at least one agent and the at least one client, wherein the at least one agent follows the at least one script;

evaluating the at least one voice interaction with at least one automatic speech recognition component adapted to analyze the at least one voice interaction; and

determining whether the at least one agent has adequately followed the at least one script.

2. The script compliance method of claim 1, wherein conducting at least one voice interaction includes conducting at least one voice interaction involving a telemarketing agent.

3. The script compliance method of claim 1, wherein conducting at least one voice interaction includes conducting at least one voice interaction governed by at least one script that includes text corresponding to at least one offer of at least one of goods and services.

4. The script compliance method of claim 1, wherein conducting at least one voice interaction includes conducting the at least one voice interaction at least in part on at least one communications network.

5. The script compliance method of claim 1, wherein conducting at least one voice interaction includes conducting the at least one voice interaction at least in part on a publicly switched telephone network (PSTN).

6. The script compliance method of claim 1, wherein conducting at least one voice interaction includes conducting the at least one voice interaction at least in part on at least one Internet.

7. The script compliance method of claim 1, wherein conducting at least one voice interaction includes conducting the at least one voice interaction at least in part on at least one communications network having at least one wireless component.

8. The script compliance method of claim 1, wherein conducting at least one voice interaction includes conducting at least one telephone call.

9. The script compliance method of claim 1, wherein conducting at least one voice interaction includes conducting at least one telephone call that is initiated by the at least one client.

10. The script compliance method of claim 1, wherein conducting at least one voice interaction includes conducting at least one telephone call that is initiated by an entity other than the at least one client.

11. The script compliance method of claim 1, wherein evaluating the at least one interaction includes at least the following:

converting the at least one voice interaction into at least one digital signal comprising at least one spectral representation of the at least one voice interaction,

comparing the at least one digital signal to at least one reference standard that includes at least one known vocabulary, and

matching the at least one digital signal to at least one of words and phrases contained in the at least one reference standard.

12. The script compliance method of claim 1, further comprising performing at least one action based upon at least one result of the evaluating of the at least one voice interaction.

13. The script compliance method of claim 11, wherein performing at least one action includes transmitting at least one signal to the at least one agent.

14. The script compliance method of claim 11, wherein performing at least one action includes transmitting at least one signal to at least one reviewing authority.

15. The script compliance method of claim 11, wherein performing at least one action includes making at least one entry in at least one script compliance incentive system.

16. The script compliance method of claim 1, further comprising reviewing at least one determination of whether the at least one agent has adequately followed the at least one script.

17. The script compliance method of claim 1, wherein determining whether the at least one agent has adequately followed the at least one script includes defining at least one score assigned by the at least one automatic speech recognition component.

18. The script compliance method of claim 1, wherein evaluating the at least one voice interaction includes evaluating a plurality of panels.

19. The method of claim 17, further comprising assigning a respective score to each one of the panels.

20. The method of claim 1, further comprising comparing data representing an actual duration of at least one interaction, wherein the at least one agent reads at least one script to the at least one client, to data representing an expected duration parameter associated with the at least one interaction.

21. The method of claim 1, further comprising dispositioning at least one interaction, wherein the at least one agent reads at least one script to the at least one client, based at least in part on a comparison of data representing an actual duration of the at least one interaction to data representing an expected duration parameter associated with the at least one interaction.

22. The method of claim 1, wherein determining whether the at least one agent has adequately followed the at least one script includes, at least in part, dispositioning at least one interaction, wherein the at least one agent reads at least one script to the at least one client, based at least in part on a comparison of data representing an actual duration of the at least one interaction to data representing an expected duration parameter associated with the at least one interaction.

23. A system for evaluating compliance of at least one agent reading at least one script to at least one client, the system comprising at least the following:

at least one communication network adapted to support at least one voice interaction between the at least one agent and the at least one client, wherein the at least one agent follows at least one script;

at least one automatic speech recognition component adapted to analyze the at least one voice interaction and to determine whether the at least one agent has adequately followed the at least one script; and

5 means for causing at least one action to be taken based upon a determination by the at least one automatic speech recognition component as to whether the at least one agent has adequately followed the at least one script.

24. The system of claim 23, wherein the at least one communication network comprises at least one long distance telephone network.

10 25. The system of claim 23, wherein the at least one communication network comprises at least one internet-based network.

26. The system of claim 23, further comprising at least one call center that includes a plurality of agent workstations.

27. The system of claim 16, wherein at least one of the agent workstations includes at least a telephone and a computer terminal.

15 28. The system of claim 26, wherein said agent is a telemarketing agent.

29. The system of claim 26, wherein said agent is a customer service agent.

30. The system of claim 23, wherein the means for causing at least one action to be taken includes means for transmitting at least one signal to the at least one agent.

20 31. The system of claim 23, wherein the means for causing at least one action to be taken includes means for transmitting at least one signal to at least one reviewing authority.

32. The system of claim 23, wherein the means for causing at least one action to be taken includes means for making an entry in a script compliance incentive system.

33. A method of performing quality analysis on a plurality of interactions, each one of the interactions involving at least one agent, the method comprising at least the following:

25 obtaining data representing at least a given one of the interactions, each one of the interactions having a respective actual duration parameter associated therewith;

obtaining data representing at least one expected duration parameter applicable to at least the given one of the interactions;

for at least the given one of the interactions, comparing the actual duration of the given one interaction to the expected duration parameter; and

5 dispositioning at least the given one interaction based on the comparing.

34. The method of claim 33, wherein obtaining data representing the given one of the interactions includes receiving a respective voice record of the given one of the interactions.

35. The method of claim 33, wherein obtaining data representing the given one of the interactions includes receiving a respective voice record of the given one of the interactions
10 involving an agent physically located at a call center.

36. The method of claim 33, wherein obtaining data representing the given one of the interactions includes receiving a respective voice record of the given one of the interactions involving an agent physically located remotely from a call center.

37. The method of claim 33, wherein obtaining data representing at least one
15 expected duration parameter include receiving data representing at least one expected duration parameter applicable to at least one interaction involving at least one call center that is processing the at least one interaction on behalf of at least one client of the at least one call center.

38. The method of claim 33, further comprising categorizing at least some of the
20 plurality of interactions, and associating a respective expected duration parameter with each category.

39. The method of claim 38, wherein categorizing at least some of the plurality of interactions includes defining respective categories for at least one of inbound telemarketing calls, outbound telemarketing calls, customer service calls, and technical support calls.

25 40. The method of claim 38, wherein comparing the actual duration of the given one interaction includes comparing the actual duration of the given one interaction to an expected duration parameter associated with a category to which the given one interaction is assigned.

41. The method of claim 33, wherein dispositioning at least the given transaction includes determining that the comparing indicates a quality control issue with an agent processing the given interaction.

5 42. The method of claim 33, wherein dispositioning at least the given transaction includes determining that the comparing indicates a fraud issue with an agent processing the given interaction.

43. The method of claim 33, wherein dispositioning at least the given transaction includes assigning the given interaction for evaluation because the actual duration of the given interaction is less than a pre-defined standard applicable to the at least one interaction.

10 44. The method of claim 33, wherein dispositioning at least the given transaction includes assigning the given interaction for evaluation because the actual duration of the given interaction exceeds a pre-defined standard applicable to the given interaction.

15 45. The method of claim 33, wherein dispositioning at least the given transaction includes assigning the given interaction for evaluation because the actual duration of the given interaction is less than a pre-defined threshold applicable to the given interaction.

46. The method of claim 33, wherein dispositioning at least the given transaction includes assigning the given interaction for evaluation because the actual duration of the given interaction exceeds a pre-defined threshold applicable to the given interaction.

20 47. The method of claim 33, wherein dispositioning at least the given transaction includes assigning the given interaction for evaluation because the actual duration of the given interaction falls outside of a pre-defined range applicable to the given interaction.

25 48. A program storage device readable by a machine, tangibly embodying a program of instructions executable by the machine to perform a method for evaluating compliance of at least one agent reading at least one script to at least one client, the method comprising at least the following:

conducting at least one voice interaction between the at least one agent and the at least one client, wherein the at least one agent follows the at least one script;

evaluating the at least one voice interaction with at least one automatic speech recognition component adapted to analyze the at least one voice interaction; and determining whether the at least one agent has adequately followed the at least one script.

49. A system for evaluating compliance of at least one agent reading at least one script to at least one client, the system comprising at least the following:

means for conducting at least one voice interaction between the at least one agent and the at least one client, wherein the at least one agent follows the at least one script;

means for evaluating the at least one voice interaction with at least one automatic speech recognition component adapted to analyze the at least one voice interaction; and

10 means for determining whether the at least one agent has adequately followed the at least one script.

50. A program storage device readable by a machine, tangibly embodying a program of instructions executable by the machine to perform a method for performing quality analysis on a plurality of interactions, each one of the interactions involving at least one agent, the method comprising at least the following:

obtaining data representing at least a given one of the interactions, each one of the interactions having a respective actual duration parameter associated therewith;

obtaining data representing at least one expected duration parameter applicable to at least the given one of the interactions;

20 for at least the given one of the interactions, comparing the actual duration of the given one interaction to the expected duration parameter; and

dispositioning at least the given one interaction based on the comparing.

51. A system for performing quality analysis on a plurality of interactions, each one of the interactions involving at least one agent, the system comprising at least the following:

25 means for obtaining data representing at least a given one of the interactions, each one of the interactions having a respective actual duration parameter associated therewith;

means for obtaining data representing at least one expected duration parameter applicable to at least the given one of the interactions;

means for comparing the actual duration of the given one interaction to the expected duration parameter for at least the given one of the interactions; and

5 means for dispositioning at least the given one interaction based on the comparing.